

## Service Bulletin

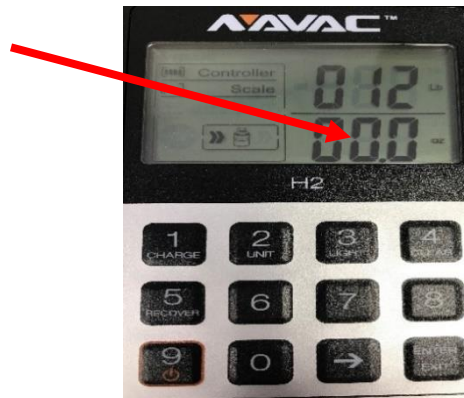


Reference Number	NBS-0001
Date	5/1/2018
Product	Electronic Scale
Affected Models	NRS2i01 and NRC62i

**Issue:** On the lbs./oz Units Screen, when trying to input a weight of 6.0 oz – 9.9 oz to charge/recover, a value greater than 5 cannot be entered on the second digit from the bottom as shown below.

### Solution:

1. Please contact your distributor and a new handheld device will be given to you. For any further questions contact NAVAC at [Techsupport@Navacglobal.com](mailto:Techsupport@Navacglobal.com)



**\*\* Once received, please follow the **Syncing procedure** in your user manual or below:**

#### 2.7. Bluetooth Synchronization Setup

If the handheld keypad or scale needs to be changed, you will need to synchronize the Bluetooth connection as follows:

1. On the SCALE press and hold 1 second  to turn on only the scale, then the sync light will flash.
2. With the handheld keypad OFF, press in , , , ,  sequence, then the handheld device enters sync program, the LCD will show  and the alarm will buzz. The sync will be done within 1 minute, and the LCD will display , the alarm will buzz for 2 seconds. It will save the new MAC address and the handheld keypad will turn off automatically.

**Note:**

If the sync is not done within 1 minute, the handheld device is still out of sync. It will keep the previous MAC address, and the handheld device turns off automatically. If synchronization fails three consecutive times, please call for technical support.

This material is published for informational purposes only and intended for use only by persons qualified for the specific tasks shown. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding possible hazards when handling or servicing a product. Only qualified personnel should repair products powered by electricity. Any attempt to handle, service or repair the product or products by anyone other than qualified personnel could result in serious injury or death. You agree that your use of and dependence on this information is at your sole risk. This information is subject to change or update without notice. There are no warranties, either expressed or implied, regarding the accuracy or completeness of this information.